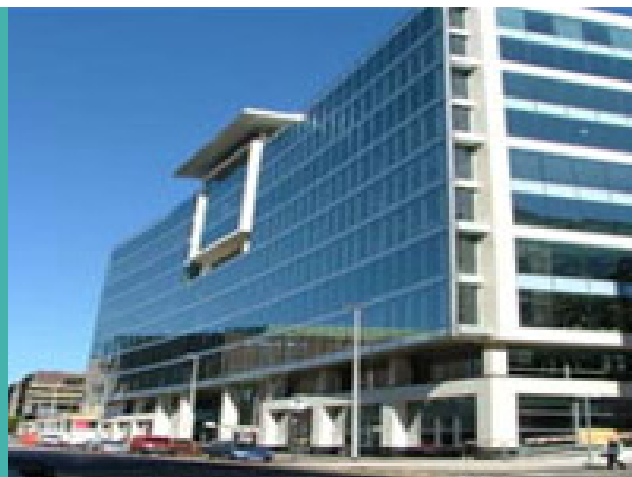


Barclays Wealth is committed to meeting the needs of wealthy clients and those aspiring to become wealthier. They understand that wealth is more than money; it means something different to everyone. As a client, you benefit from their international reach and expertise in private wealth management, investment management, financial planning, brokerage and private banking.



Lean Team

Graham Buchanan – Team Manager

Lyndsey Fyfe – Team Manager

Sharon Gilchrist – Service Delivery Manager

Marie Gordon – Analyst

Caroline MacFarlane – Team Manager

Ken Ronaldson – Team Manager

Lean Implementation Project

To create and embed a consistent and controlled process for the management of physical data.

Objective:

- Establish and implement monthly KPI's
- Streamline the process
- Educate staff and promote consistency
- Minimise risk through record controls
- Ensure compliance to corporate policy
- Review and reduce 3rd party costs

Lean Methodologies Adopted

- Waste Analysis
- 5 whys/Ishikawa charts
- Pareto Charts
- Supply Chain Analysis / 3rd Party

The team provided excellent information through analysing current activity of defects, overproduction, waiting, inventories, people & document movement

and inappropriate processing. This began to lay the foundation for opportunities for improvement backed up with real data.

5 why's and Ishikawa diagrams provided visibility to demonstrate how inefficiency had built up over time. This was graphically shown under headings of costs, communications, environment, people, equipment & operational methodologies.

Pareto charts were used to visualise actual archiving work, ordering of consumables, & ordering intervals related to archiving.

The team was then able to scope out possible solutions which were categorized under 3 headings as follows

Training

- On-line mandatory training for records management champions.
- Operational FAQ document to be made available via intranet
- Simple & easy working guides (SOP's)
- Training workshops

Generic Process Improvements

- Monthly MI Costs to centre owners
- Department/User specific MI
- Records management objectives for RM Champions

Risk & Controls

- New authorisation fields at source
- Accreditation for users
- Updating of access levels
- Scheduled archiving pick ups
- Standardised internal recording process
- New In house storage procedure
- Spot check implementation

Benefits – Streamlining

- Process managed by involved and accredited staff
- Consistency for tracking records
- Improved planning for efficiency savings

Benefits – Lean Compliance

- Efficient & consistent adherence to policy & regulation
- Clearer guidelines on data retention

Process only completed by controlled & accredited staff

Benefits – Cost Reductions

- £7.3K per annum reduction in pick up costs
- Lower on-going storage costs
- Reduced operation downtime with improved customer service

Benefits – Environmental

Collections/deliveries reduced by 350 miles per month, equivalent to 6,759 km per annum. This is a potential carbon saving of 3.528 tonnes Co2.

Benefits – Learning

The team highlighted Key Learning points from their Lean Project:

A framework from the SE Lean Management programme on how to implement real lean improvement

Collective team work & increased communication across the business

Utilisation of Lean tools and methodologies

Discipline and management of projects on a multi-site scale.